**IT Applications, Unit 4**

**Ch Developing a solution using spreadsheet software, p 213-**

Case Study: Point Pleasant Social Service Program – organisational outline and current practice

**Creating a solution using a spreadsheet:**

1. List some things to consider when creating the spreadsheet.

when creating the spreadsheet a few things must be considered including;

* A method to minimise the data entry, commonly a single raw data entry sheet with validation.
* Maintain a clear, uncluttered but informative report communicating professionally what is required.
* Create charts that clearly show the visual data required, remembering that the charts may be used multiple times including inter-departments.
* When creating formulas think about the required test data to solve multiple tests at once.
* Create a prototype to be tested by a novice to establish flaws in the design.

1. What is the process for illustrating to clients that their needs have been met?

Various annotated screen dumps can be used to demonstrate that the needs have been covered, with these often being used in user documentations as well.

**Testing the solution**

1. List the typical spreadsheet features to test.

Typical spreadsheet features tested after the solution has been created include;

* Any calculations (formulas, referencing of cells, if statements ect)
* validations and their related alerts (range checkings, data types ect.
* lookups
* macros
* charts
* sorting data (especially with lists)

1. When should the test data been generated?

The test data should have been developed during the design stage in the test plan hence ensuring complete.

1. What is user acceptance testing?

User acceptance testing is used to ensure that the user approves of the solution and output and whether information required can be easily found. This is generally done by the use of questionnaires and common task tests to ensure that it is effective and efficient to use. Likewise an interpretation of the output should be done to ensure that it has usability/quality, requreid for informed decisions.

1. How is this testing carried out?

As mentioned above via questionaires, feeback forms and interpretation tests.

**User documentation**

1. What does the documentation process involve?

The documentation process involves creating step-to-step instructions for users to work with the solution.

1. How is user documentation now created?

Though commonly printed in the past allowing for access prior to installation or in a issue, the user documentation is now commonly found within program or as separated document allowing for user printing if required. Some common benefits of a onscreen solution include the ability to use a search function.

**Evaluating a spreadsheet solution**

1. What is the purpose of evaluation?

The key purpose for evaluation is to ensure that the solution meets the needs of the user in that it solves the current problems identified in the analysis stage.

1. The evaluation strategy is broken down into 2 activities. What are these 2 activities?

The first of these activities are creating the evaluation strategy including specifying the timeline of when the evaluation shall take place as well as the data to be collected and how it relates to the evaluation.

The second of these involves reporting on the extent that the solution meets the requirements of the user client

1. List the steps undertaken in the process to report on the extent to which the solution meets the requirements of the user/client.

The key steps in order include;

* Specifying the focus of the evaluation
* Establishing why the evaluation is occurring, accessibility or usability
* Identifying the intended audience of the evaluation
* Preformed Key questions in an interview or survey form such as
  + Have original goals been reached?
  + Are the users happy with the product?
  + Does the solution solve the original problem?
  + Are any improvements required?

And deciding how the answers should be collected and analysed.

Observational and anecdotal notes of someone using the spreadsheet could also provide data about the functionality of solution. During this stage feedback from various users should also be sought.

* Determine how the results while be disseminated and what changes should be made if any.